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Photo by Bernard S. Little

From left, Hospitalman Larissa Lemke, the most junior Sailor at Walter Reed National Military Medical Center (WRNMMC), Brig. Gen. (Dr.) Jeffrey B. Clark, WRNMMC director, and Capt. (Dr.) Kenneth Kelleher, the most senior Sailor at WRNMMC, cut the cake celebrating the Navy's 238th birthday on Friday in Building 10's Eagle Zone.



Photo by Master-at-Arms Seaman April Beazer

Naval Support Activity Bethesda (NSAB) Commander Capt. David A. Bitonti hands out cake to staff members during the NSAB Navy birthday cake cutting ceremony in Building 62's main lobby Tuesday.

Navy's 238th Birthday Celebrated at Walter Reed Bethesda

By Bernard S. Little
WRNMMC Journal staff writer

Walter Reed National Military Medical Center (WRNMMC) and National Capital Region Medical Directorate (NCR-MD) celebrated the U.S. Navy's 238th birthday with a cake-cutting ceremony in Building 10's Eagle Zone on Friday.

The celebration began with members of the Junior Enlisted Mess singing "Anchors Aweigh," fight song of the U.S. Naval Academy, which has come to be known as the Navy song. A Sailor also rang a bell honoring the Navy's 238 years of selfless service to the nation, and ringing in its next year with hope and promise.

"It's important we gather as one team and celebrate, every opportunity we get, the diversity that is Walter Reed Bethesda," said Army Brig. Gen. Jeffrey B. Clark, WRNMMC director. He added celebrating the U.S. Navy's birthday, [and] recognizing its more than two centuries of service, is "very special."

Navy Rear Adm. Raquel Bono, NCR-MD director, agreed, saying, "It's good to see the number of different uniforms out celebrating the Navy's birthday. This is one of those occasions when we not only celebrate the legacy of our military and Navy, but [also recognize] the historical legacy every one of you is

helping to build every day [at Walter Reed Bethesda]. So thank you for what you are contributing to the history and legacy we are establishing here."

Clark then cut the large sheet cake decorated with the U.S. Navy emblem and the words "Happy 238th, Oct. 13, 1775." Help in the endeavor came from WRNMMC's most junior and senior Sailors, Hospitalman Larissa Lemke and Capt. Kenneth Kelleher, respectively.

Lemke said she "absolutely loves" the Navy and plans to make it a career, while Kelleher, a general surgeon, joined the Navy during the Vietnam era. Both said participating in the cake-cutting ceremony

was "an honor," and symbolized the tradition of passing the Navy's traditions and legacy from one generation to another.

Secretary of the Navy Ray Mabus, in a video message shown at the celebration, said, "Since our beginning in 1775, our Navy has defended America with pride, a tradition that continues today. As Secretary of the Navy, I have the honor and privilege of working with the finest men and women our country has to offer. This was the case 238 years ago, and remains as true today as it was at our Navy's inception. We are and will continue to be,

See BIRTHDAY page 10

Commander's Column



As we face the Government Shutdown and Emergency Furlough, I want the Naval Support Activity (NSA) Bethesda staff, tenant commands and visitors to know that NSA Bethesda will do everything we can to continue our level of service and support. As I discussed in my change of command remarks, “support” is in our name, and with the Government Shutdown and Emergency Furlough, we will continue to do just that, and support our command, tenants and visitors as they strive to meet their mission and visit our installation. However, this Government Shutdown and Emergency Furlough also provide us the opportunity to support one another.

All of the tenant commanders and your leadership have discussed and continue to discuss the lapse of appropriations and the plan for mitigating its impact where you work. Unfortunately, the lapse of appropriations is a reality that has affected our civilian employees and their families. Civilian staff members that are not excepted have been identified. We will work diligently to minimize the impact this furlough will have on our mission, those we support and those who visit our installation.

This course of events is not what we would choose, but it is an unfortunate reality which we will face together and overcome. It is very important that we cooperate with each other as we go about our daily activities and work, that we take care of each other, and that we remain fully aware of the impact this will have on all of our people and their families.

Per guidance from Commander, Navy Installations Command (CNIC) and Naval District Washington (NDW), the following information is provided:

- Entry Control Points will maintain normal hours.
- Security will maintain normal operating procedures.
- Fire and Emergency Services will maintain normal operating procedures.
- Fleet and Family Services will retain their clinical team for normal operations.
- Sexual Assault Prevention and Response will be unaffected.
- All Morale, Welfare and Recreation facilities and services will continue as scheduled. Hours of operation should not change.
- The Warrior Café will maintain normal operations.
- The Navy Exchange, mini-mart, gas station, and Navy Lodge will keep normal hours.
- Chapel Services will maintain normal operations.

We have made the decision to except civilian staff that works in these critical areas. Government shutdowns are not common and potentially create unforeseen circumstances and challenges. If there is something that you need from NSA Bethesda, please let us know via your chain of command. For those visitors to our installation, please contact NSA Bethesda directly.

We will get through any challenges this Government Shutdown and Emergency Furlough brings as long as we all stay focused on our missions, each other, our staffs, and their families. Information updates will also be available via Facebook at <http://www.facebook.com/NSABethesda>.

Thank you all for what you do every day. All ahead flank.

**All ahead flank,
Capt. David Bitonti
Naval Support Activity Bethesda
Commanding Officer**

Bethesda Notebook

Base Parking Changes

On, or about, Friday, Oct. 7 through March 11 there will be a phased loss of a portion of the ‘G’ parking lot on base. Also, around Oct. 17, the entrance to the Building 55 parking garage will move and share the exit for the entrance into the garage.

DHA, NCR-MD Town Hall

National Capital Region Medical Director (NCR-MD) Rear Adm. Raquel Bono meets with Walter Reed National Military Medical Center staff on Monday at 7 a.m. in Memorial Auditorium to discuss the Military Health System governance, the Defense Health Agency organizational structure, market status of the National Capital Region and her intent as NCR-MD director.

Breast Care Center Open House

The Breast Care Center at Walter Reed Bethesda will host an open house Oct. 25 from noon to 3 p.m. in the America Building, third floor. There will be educational vendors as well as entertainers and light refreshments. For more information, call Barbara Ganster at 301-295-6338.

Flu Shots Available

Staff and beneficiaries at Walter Reed Bethesda can receive the flu vaccine now through Oct. 25 from 8 a.m. to 4 p.m. Monday through Friday in Building 9, first floor near Radiology. You must bring your military ID, staff badge or Common Access Card (CAC). For more information, call Walter Reed National Military Medical Center Immunizations at 301-295-5798.

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Talk about Prescriptions Month

By Mass Communication
Specialist 2nd Class
John K. Hamilton
NSAB Public Affairs
staff writer

October is "Talk about Prescriptions Month" and the medical professionals at Walter Reed National Military Medical Center (WRNMMC) are stressing the importance of being a conscientious consumer when it comes to taking and purchasing prescriptions and over-the-counter medications, as well as adhering to the prescribed recommendations by your doctor or product label.

"It is very important to be a well informed consumer," said Eugena Chen, outpatient pharmacist at WRNMMC. "It helps the doctor better evaluate how well you are doing on your therapy and if changes need to be made. It helps you understand what you're taking in case someone has questions about if you're feeling sick, what medications you are on and what conditions you have. You'll also be more aware if you have a side effect to a medication or if your medication is not working properly and better be able to talk to your doctor to let them know if something is bothering you or if something is not right."

Before starting new medications prescribed by your doctor, there are a few general questions you might want answered to make sure you know what it is for, how to take it and what to expect while you are on the medication.

"You want to ask if there are signs to look out for to see if the medication is working," said Chen. "For example, if you are taking an antibiotic and you have an upper respiratory infection, what signs can you look for to make sure it is working? It will help you monitor your therapy. Some medications don't have obvious signs they are working, for instance blood pressure medication. You might not necessarily feel it on a day to day basis, but obviously those are things that you want to take regularly. So, you might want to ask how long I am on this therapy."

"Ask if there are any special administration issues with the medication (should you be taking it with food, should you avoid dairy products, should you take it in the morning or in the evening.) Not all medications will have issues like that, but some of them are very specific. So, it is good to ask your doctor a lot of those questions or your pharmacist, who would have a lot of those answers as well."

When it comes to taking over-the-counter medications, Chen urges patients to read the labels and follow the directions carefully.



Photo by Mass Communication Specialist 2nd Class John K. Hamilton

Beltran A. Pastran, pharmacy technician at Walter Reed Military Medical Center, organizes patients' medication collected by the Pyxis Medstation, an automated medication dispensing system. This machine can reduce the cost that hospital pharmacies incur for carrying stock, increase the availability of billing and usage information and increase the productivity of hospital staff.

"A lot of cough and cold medications will come in combinations. So, if you are taking something that is for runny nose and something that is for sneezing, a lot of times the ingredients will overlap and you don't want to take too much," said Chen. "A lot of over the counter medications and pain medications contain Tylenol, which can be really bad for you if taken too much. Also if you are on prescription medications, you might want to check with your pharmacist or doctor to find out if your over-the-counter medications are interacting with your prescription medications."

That is especially true for a lot of herbal medications and supplements; there is not a lot of information or research done on these. So that is something that you want to be really careful with, even your doctor or pharmacist might not have a lot of information about it and they might not know for sure if it is going to cause a problem with your prescriptions, so just be very cautious about what you are taking."

Be mindful of where you are getting your medications. There can be risks when purchasing them over the internet.

"Some internet pharmacies are monitored and controlled by the government, so that they are licensed and are following the rules of the Food and Drug Administration (FDA) and the laws of this country. However, there are a lot of illegitimate pharmacies out there that could potentially not be dispensing things accurately and properly," she said. "So, it is important to make sure you are going through a licensed pharmacy. With unlicensed

it is one thing when it is something else and they could have completely ineffective medications like random tablets made without any active ingredients. It is good to avoid them unless they are valid and licensed pharmacies."

There is a major issue in health-care and hospitals around the country caused by improper use of antibiotics. This improper use is making bacteria develop resistances to medication and is causing us to run out of antibiotics that will kill certain infections, said Chen.

"To avoid this, make sure to take your antibiotics as directed for as long as the course is set by your doctor," said Chen. "So, if you're supposed to take it three times a day for a week, make sure you're not skipping doses or you're not shorting the course, like taking it five days instead of seven. The consequences of not taking an antibiotic correctly, even if you are feeling better after a few days, could cause the infection to still be an underlying problem and the infection could come back worse later. When taking an antibiotic, it

pharmacies, you have no guarantee about what they are giving you. They could be mixing medications, saying

See **PRESCRIPTIONS** page 10

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Ditch the Take-Out for a Home Cooked Meal

By 2nd Lt. Brigitte Grimes
Dietetic Intern
Walter Reed National
Military Medical Center

Cramming down fast food during your commute or grabbing take-out may be depriving you of essential nutrients, like vitamins and minerals, while racking up unwanted pounds.

Trends show the number of meals eaten away from home is associated with obesity in adults. Additionally, eating out results in a greater intake of sugary soft drinks, greasy fast food, and increases overall total fat and saturated fat consumption – which can all derail a healthy diet. Being able to control how your food is prepared and what goes into your meal is a major benefit of cooking dinner at home. Even if cooking for just one or two, it is possible to enjoy healthy meals at home.

Principles of healthy eating

Healthy eating doesn't mean you have to swear off chocolate or carbs. It's about balancing your diet, not depriving yourself. Don't be afraid to let yourself indulge on occasion, but do so in moderation. Fill half your plate with varieties of colorful fruits and vegetables. Strive to include half of your grains from whole sources, which are better for you since they contain the whole grain kernel. Choose lean sources of protein. In addition to chicken and fish, beef cuts with round or sirloin in the name are usually leaner protein options. Beans and other legumes are also good sources of protein as well as dietary fiber. Limit added fats and sweets in your diet. The U.S. Department of Agriculture's MyPlate guidelines recommend 6 ounces of grains, 2 ½ cups of vegetables, 2 cups of fruit, 3 cups of dairy and 5 ½ ounces (or about the size of two decks of



courtesy photo

cards) of protein per day, based on a 2,000 calorie diet.

Tips for cooking healthy meals

Plan ahead – Jotting down your weekly menu and creating a shopping list before you head to the store can shave time off your shopping trip and your meal preparation. Plus, you'll know you have everything you need when you're ready to cook.

Strategize your meals – An easy way to speed up the cooking process is to prepare ingredients once, but use them twice. Boiled brown rice can be served alongside salmon for one meal then combined with a can of black beans, ½ cup of shredded cheese and lean ground beef as a filling for stuffed peppers for another

meal. Leftover grilled chicken can be nestled on a bed of greens, then topped with dried cranberries and sliced almonds for a quick, healthy salad.

Stock your pantry – In a pinch, frozen vegetables and canned beans or tomatoes are great to have on hand for quick and easy dinners.

Keep it simple – Cooking for one, or even two, doesn't have to be an extravagant event. Simple dinners, like pasta drizzled with 1 tsp. olive oil, and topped with sliced chicken and cherry tomatoes, are quick and easy alternatives to take-out. It can also be much healthier for you.

Spice it up – Don't be afraid to mix things up. Instead of eating chicken again, choose a lean cut of beef round or sirloin. Plain old mashed potatoes

can be swapped for mashed sweet potatoes. Substitute a fresh seasonal vegetable, such as asparagus in the spring, eggplant in the summer or dark leafy greens (kale, Swiss chard, collards, or turnip) in the winter, for your normal vegetable routine.

One dish meals – Dishes that serve as a whole meal are quick and easy options. Look for recipes that combine several food groups, such as meats, whole grains, legumes, and vegetables. Some healthier options would be vegetarian chili, chicken and rice casserole, and beef, vegetable and barley soup.

Utilize the freezer – Buy items in bulk and freeze in portions for one or two meals. Chicken breasts work great this way! Even if your recipe only calls for one half of an onion, chop up the whole thing and save the extra in the fridge or freezer for a future meal. Casseroles or stews can be frozen in individual portions allowing you to enjoy a home cooked meal even when you're short on time. Be sure to write the date and contents on items, and move older foods to the front.

Make it fun – When cooking for one, it can be difficult to find inspiration for meals. However, there are a great number of cookbooks and other resources that cater to individuals cooking for one or two. Another idea is to treat yourself to company. Inviting friends or relatives over to sample some of your new dishes can turn your evening routine into a fun, social event.

Steering clear of take-out doesn't mean you have to spend hours in the kitchen. These strategies and tips can help you make the most of your meals. Now put your cooking skills to the test, and make a healthy home cooked meal tonight.

For more information about nutrition at Walter Reed Bethesda, call or 301-400-1975 or 301-295-4065.

Program Helps Children Transition To Hospital Life

By Ryan Hunter
NSAB Public Affairs
staff writer

"I saw her at night crying herself to sleep, because she didn't have any friends," wounded warrior Master Sgt. Cedric King said, describing the reaction of his oldest daughter, Amari, 9, after his family moved to Naval Support Activity Bethesda (NSAB) one year ago. "We live at a hospital. For a child, there's nothing normal about that."

According to Child Psychologists Dr. Ryo Sook Chun and Dr. Ruth Hoffman, reactions like these are common for military families with

children living at NSAB and the surrounding community. Of the approximately 16 school age children who currently reside on base, many must leave their friends and other family members behind, move to unfamiliar environments and attend different school systems, all while witnessing the recovery of an injured parent. "They have a lot of adjusting to do," said Hoffman.

To aid in these family transitions, Chun and Hoffman work for a preventive, preclinical, outreach program called Operation Building Resilience and Valuing Empowering (B.R.A.V.E.) Families. The program is designed to strengthen families with

children living at NSAB through a variety of group and one-on-one interactions with children and parents during their stay on base and in the surrounding community.

"We visit service members at their bedside as soon as they arrive at the hospital," said Chun, the program's director. From there, Chun, Hoffman and the two social workers that make up the Operation B.R.A.V.E. Families team work primarily as a source of information for incoming families.

Of the resources and information provided, a great deal is dedicated to advice, books, pamphlets and toys designed to help reintroduce chil-

dren to their injured family member. "Children have a whole range of feelings about seeing an injured parent, but we try to encourage the parent to answer questions at a developmental level that the child can understand," said Hoffman.

The program establishes relationships with children as they arrive at the hospital and continues to observe and aid their development after their parents are moved to outpatient with ongoing afterschool crafts and homework groups.

For many children on base, these two groups are their only opportu-

See **B.R.A.V.E.** page 7

Command Master Chief Prince Emphasizes, 'Mission First, People Always'

By Bernard S. Little
WRNMMC Journal staff writer

Walter Reed National Military Medical Center's Senior Enlisted Leader, Command Master Chief Terry Prince, answered a number of questions from junior service members of all branches, while discussing a myriad of topics during a town hall on Oct. 7 in the Memorial Auditorium.

Most questions from those in attendance focused on the impact of the government shutdown and budget on the force. The command master chief explained the budget will be an ongoing challenge for the military, but service members must continue to meet their responsibilities and perform with the professionalism that helped Walter Reed Bethesda establish its world-renowned reputation.

"Our reputation alone has carried us this far," Prince said. He explained the "extraordinary" work at Walter Reed Bethesda must continue, not only to set the course for the future of military medicine, but also for adequate funding to support its current missions and goals.

Answering a question concerning tuition assistance [TA], Prince noted TA is also based on each ser-

vice budget. "It seems everything is up for grabs right now, and it's important for enlisted personnel to research other avenues, such as grants and scholarships [for furthering their education], and not get locked into one thing so you will have a plan," he added.

Prince encouraged the troops to vote in their [state and local] elections, "[something] we don't often do as Sailors, Marines, Soldiers and Airmen. The reality is if you want to make a change, you vote with the person who agrees with your opinions."

Another topic Prince addressed during the town hall was service members living in the barracks at Naval Support Activity Bethesda (NSAB). He challenged supervisors, E-7s and above, to visit the barracks at least once a month to check in on their troops. "It shows honor, courage and commitment to our people who are living there." He added NSAB is also exploring putting resident advisors, E-5 and above, back into the barracks, as well as establishing a meal card program for junior enlisted troops who face the high cost of living challenges in the National Capital Area.

Encouraging Sailors to become

familiar with the Credentialing Opportunity On-Line (COOL) program, the command master chief explained COOL allows Sailors to apply their military job skills and training toward certain civilian licenses and certifications. This makes them more marketable and competitive should they decide to transition out of the military. More information about the program is available at the website <https://www.cool.navy.mil>.

He then urged the service members to get involved in organizations on the base. "I am a big proponent of people in a command being a part of an association in line with their paygrades." He focused on the Junior Enlisted Mess at Walter Reed Bethesda, calling it a "power house" organization within the command involved in many programs for junior service members on base. "They actually look after each other, and part of your responsibility as a Soldier, Sailor, Marine or Airman is to give back to the command and community. We're blessed to be where we are, regardless of your service, and it's important to give back in some special way."

Also with the number of missions taking place at Walter Reed Bethesda, Prince encouraged troops



U.S. Navy Official Photo

Walter Reed National Military Medical Center Command Master Chief Terry Prince

to "look out for each other. We stand on the shoulders of greatness and you are carrying the load every day," he said. "I say that because we need to watch out and help each other. Don't be afraid to take that step [because] sometimes, it only takes a split second to keep some-

See MISSION page 9

SHE SERVED Now We Serve Her



The Washington DC VA Medical Center (DCVAMC) prides itself on offering world-class health care to women Veterans in a compassionate and healing environment. Learn more about DCVAMC's Women's Health Clinic which provides comprehensive health care to the fastest growing group of Veterans, women.

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PA Week Recognizes Behind-the-Scenes Work

**By Master-At-Arms
Seaman April Beazer
NSAB Public Affairs
staff writer**

Physician assistants (PA) nationwide are recognized annually during PA week, from Oct. 6-12.

"It's a celebration of the 70,000 PAs in the country," said Patty Smith, a Neurosurgery PA for Walter Reed Bethesda (WRB). "We are a minority and it's a great week to gather together with colleagues and celebrate what we have done and what the PA profession has become in this country."

There is a clear misconception of what PAs do, stated Army Col. (Dr.) Michael Rosner, chief program director for the Neurosurgery residency.

"The PAs are considered the paraprofessionals that allow physicians to not only expand their patient care volume but expand their outreach to the community. The PAs in Neurosurgery specifically are considered the equivalent of any provider. We have a lot of patients that

come through the system that are very appreciative of the healthcare that they get here, but we have a handful of patients that come through and do not want to see PAs. They don't quite understand that PAs are actually healthcare providers and can interact with patients independently. Even though residents move on, the PAs are always there. So, from a patient standpoint there is always that continued interaction and follow-up. That is a huge advantage to have that type of support and it allows you to expand your capabilities."

"We are extensions of the doctor," Smith said. "We do pretty much what they do and what they are comfortable with us doing. [We perform patient] histories, physicals, order lab tests, interpret [lab results] and order radiological studies. We can also do procedures and assist the doctors in the operating room. We typically go in the OR and we do first assist as well. We see patients in the clinic [and even] do rounds on the floor."

Even though there is a PA



Photo by Master-at-Arms Seaman April Beazer

Physician Assistant-Certified (PA-C) Amna Jadli demonstrates checking the vital signs of PA-C Karen Mao in the Neurosurgery Department at Walter Reed National Military Medical Center.

week, PAs should be recognized year-round, Rosner mentions.

"They truly are an appre-

ciated asset to have in any clinic," said Rosner. "They are able to double or triple your workload and basically

expand the outreach of the entire service. Without their capabilities, we would be hurting."

Uniform Center Staff Recognized by Surgeon General

**By Mass Communication
Specialist 2nd Class
Nathan Parde
NSAB Public Affairs
staff writer**

Eleven staff members at the Navy Exchange (NEX) Bethesda Uniform Center were recognized by the acting U.S. Surgeon General Rear Adm. Boris D. Lushniak Friday for their commitment to delivering exceptional customer service.

"You've done extraordinary things in your position," Lushniak said to the uniform center staff. "Often times, you realize that standard things take place every day. Extraordinary things take place every day too, and sometimes the two get mixed in the course of a day's work."

Lushniak, who oversees the operations of the U.S. Public Health Service Commissioned Corps (USPHS), said the uniform center staff recently went above-



Photo by Mass Communication Specialist 2nd Class Nathan Parde

Navy Exchange Bethesda Uniform Center staff pose for a picture Friday after receiving certificates of appreciation from acting United States Surgeon General Rear Adm. Boris D. Lushniak.

and-beyond the call of duty by shipping uniforms to officers around the country when the recent government shutdown did not allow them to travel to pick up their uniforms.

"Because of the furlough situation and the government shutdown, we canceled

our officer basic course this month. This has been a devastating month for us," said Lushniak. "But, the staff of the Bethesda uniform center has always treated the uniformed officers of the USPHS with respect while taking care of their needs."

To formally recognize

this, Lushniak presented the uniform center team with certificates of appreciation, which read:

In recognition "of outstanding service and extraordinary support to the Office of the Surgeon General and to the United States Public Health Service officers stationed around the world."

Then, Lushniak took a moment to recognize the manager of the NEX Bethesda Uniform Center, who recently accepted a management position at a new location.

"Nakesha Tucker, we realize today's a big day for you, as it's your last day here. Congratulations on what I believe is a promotion to new responsibilities. We wish you all the best of luck in your new assignment. Thank you so much for what you've done for the Public Health Services."

Following the celebration, Tucker shared more of the story and the events that

brought the surgeon general to visit.

"Recently, a customer noticed that an employee, Haimnot Gebeyehu, was taking care of some shipping of goods and asked why," said Tucker. "The staff member went on to say, 'Well, we're bagging up the public health service uniforms that we do every month because of the class being discontinued.'"

Tucker explained, every month, officers go through the Officer Basic Course, a two-week direct commissioning program, before reporting to the NEX Bethesda Uniform Center to pick up their new uniforms. The officers have their uniforms tailored and receive alterations to ensure they fit properly before attending a ceremony where they are commissioned as public health officers.

The government shutdown resulted in the latest

See **UNIFORM** page 10

Patient-Centered Care Top Priority of New WRNMMC Director

By Bernard S. Little
WRNMMC Journal
staff writer

Brig. Gen. (Dr.) Jeffrey B. Clark held his first town halls as the new director of Walter Reed National Military Medical Center (WRNMMC) last week in Memorial Auditorium.

"I'm very proud to be a Soldier medic," Clark said. "I'm very proud to have worn this uniform." He added he expects Sailors, Soldiers, Airmen and Marines to feel the same about serving in uniform.

Clark went on to trumpet the efforts of civilians, contractors and volunteers at Walter Reed Bethesda, saying they should feel just as proud about "what we do and who we are [at WRNMMC]."

What WRNMMC does is "accomplish the mission, take care of each other, and take care of families," Clark said. That mission is focused on patient-centered care provided at Walter Reed Bethesda, he explained.

October is Patient-Centered Care Awareness Month, and the term "patient-centered" is one that comes up frequently when Clark speaks. He explains patient-centered care supports active involvement of patients and families in their care, particularly in decision-making.

The Institute of Medicine

defines patient-centered care as "providing care that is respectful of and responsive to individual patient preferences, needs, and values, and ensuring that patient values guide all clinical decisions." This is what Clark encourages his staff to do at the Nation's Medical Center.

"I feel like I can do what we're asked to do, and we can do whatever we're asked to do," he said of the Walter Reed Bethesda "One Team," as he refers to his new staff at the nation's largest joint military medical center.

"We are in the 'say yes' business, not only to those we serve, but to each other," Clark said. "For example, a patient shows up five minutes late for an appointment, what are you going to do? You are going to see that patient is what you're going to do."

"A patient shows up an hour late for an appointment, what are you going to do? You tell the patient, 'Ma'am or Sir, I'm going to see you, but you may have to wait, or we can reschedule, whichever is best for you,'" Clark continued. This is all a part of being patient-centered, he noted.

"Saying 'yes,' and being patient-centered is established upon the way we treat each other," Clark said. "The work environment, how we feel about ourselves and our organization are foundational to our [patient care]."



Photo by Bernard S. Little

Walter Reed National Military Medical Center (WRNMMC) Director Brig. Gen. Jeffrey B. Clark discusses his command philosophy during his first town hall with the WRNMMC staff as its director last week in the Memorial Auditorium. "We will accomplish our mission, take care of each other, and take care of our families," Clark said.

He challenged staff to create "safe, efficient and effective systems" to make it easier to say yes. "Safety first and always," he added. "Safety is patient-centered care [and] safety is taking care of each other."

He also encouraged staff to acknowledge the "great work" each other does every day. "Say 'thank you' to each other," he said.

A culture of trust, transparency, open discussion and taking advantage of learning opportunities are keys to patient-centered care as well, said the WRNMMC director.

"Every encounter, with every patient, every time is special," Clark continued. "Those we are privileged to serve must trust us, [and] they must know we care. Our patients don't expect us to be

perfect, we don't expect each other to be perfect, but there has to be an underlying, fundamental trust. That's very important," he said.

Clark concluded his first town hall telling staff, "I am extremely proud to be our commander. Please be as proud of who we are, what we do, and most importantly, how we do it as I am to serve with you."

B.R.A.V.E.

Continued from 4

nity to socialize with other children outside of school. "Without the program, my son, [Angel, 9,] might go all week just being in a hospital and never have an actual friend," said Military Spouse, Rosemary Rutland.

The main goal of the afterschool programs is to, "provide an emotionally safe place for kids," and the parents believe it's working said Chun. Children can speak freely about issues bothering them while playing and studying with credentialed psychologists and social workers. Rutland described the program as "counseling without a counseling setting."

The Operation B.R.A.V.E.

Families program exercises a great deal of freedom and flexibility in its operation of these initiatives. "It's an outreach program, [so] we do not require consultation or formal referral," said Hoffman. "We'll run into someone in the cafeteria, sit and have a cup of coffee with them. In the context of all that, we provide our professional surveillance, and when it's appropriate, we can make recommendations."

When Military Spouse Amy Oppelt started noticing her son, Peyton, 7, was beginning to act quiet and withdrawn since moving to the hospital, she wasn't sure what to do. "There were a lot of things that were happening behaviorally with my son that I hadn't seen before, but weren't necessarily what I expected either," she said. Oppelt began bringing her son to private counseling



Photo by Ryan Hunter

Khamya King, 6, practices her penmanship as Child Psychologist Dr. Ruth Hoffman helps during the Thursday afterschool Operation B.R.A.V.E. Families study group.

services and afterschool programs, before realizing the young boy had remained quiet so as to not distract from

the recovery of his father, an amputee wounded warrior. "He had a lot of questions, but was just afraid to ask.

[The program] really helped break open those communication barriers."

Operation B.R.A.V.E. families is under the directorate of behavioral health, department of psychiatry and child/adolescent psychiatry services, which means the services they provide are not only professionally advised but also free for wounded warrior families. "We are all credentialed hospital staff," said Chun.

For more information about the Operation B.R.A.V.E. Families program call 301-295-0576. The afterschool craft and support group is held on Mondays from 3:50 to 5 p.m. and the homework study club is held on Wednesdays from 3:50 to 5 p.m. Both groups are held in the family area outside of the Military Advanced Training Center on the first floor of Building 19.

Navy Lodge Bethesda Receives Prestigious Award

**By Mass Communication
Specialist 3rd Class
Brandon Williams-Church
NSAB Public Affairs
staff writer**

Navy Lodge at Naval Support Activity Bethesda (NSAB) received the Hospitality Award for the large category for the first time October 10.

The award is presented annually to recognize the best Navy Lodge for demonstrating the 'spirit of hospitality' with their superior guest service. To be eligible for a nomination in the large category, the lodge met specific criteria including number of rooms, guest ratings, room cleanliness and friendliness of the front desk employees, among others.

"It's an honor for us to win the award and the [staff] feels the same way," said Navy Lodge General Manager Ana Herrera-Ruiz. "This award was the indication that we are going in the right direction and we're here really taking care of the wounded warriors and their families. I feel very proud to be the general manager of this location because you can see what you do really matters. Winning this award truly displays the fruit of working diligently every

day throughout the year. It is a combination of friendliness of the front desk employees, room attractiveness that we receive feedback from several sources. Throughout the last year, this lodge received more than 25 Bravo Zulus for letters that were submitted to the CEO of the Navy Exchange Service Command (Nexcom). The letters stated the experience they had here at the lodge and how the associates went beyond their responsibilities towards the guests."

For the lodge to win the award, it maintained a level of experience rated by its guests as second to none.

"The exciting thing is that it is important to identify [them] as the winner but also they did this in the middle of renovation," said Rico Macaraeg, Navy Exchange Bethesda public relations manager. "They started the process of renovation and they are able to still hold the high standards of our customers and exceed their expectations."

More interestingly, the lodge vied for the award against considerable competition.

"Because this is a large category, we are competing against lodges

See **LODGE** page 10



Photo by Mass Communication Specialist 3rd Class Brandon Williams-Church

General Manager of Navy Lodge Bethesda Ana Herrera-Ruiz accepts the Hospitality Award from Naval Support Activity Bethesda's Commanding Officer Capt. David A. Bitonti Oct. 10.



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MISSION

Continued from 5

one from making a decision that could prevent them from destroying their life [and] the lives of those around them." He said this not only involves suicide prevention, but also sexual assault prevention and response.

"At the end of the day, it's not about statistics or productivity, but about people," Prince continued. "Mission First, People Always," he added, explaining the three tenants of Brig. Gen. (Dr.) Jeffrey B. Clark, the new WRNMMC director, are: "Take care of the mission; take care of our families; and take care of each other."

For more information about

suicide prevention, call the Military Crisis Line at 1-800-273-8255 (TALK), and press 1. Also, Walter Reed Bethesda Pastoral Care can be reached at 301-295-1510 from 7:30 a.m. to 4 p.m., or 301-295-4611 (Command Duty Office) after 4 p.m.

For information about sexual assault prevention and response, call the Victim Advocate Hotline at 301-442-8225, or the Sexual Assault Response coordinator at 301-442-2053. The NSAB sexual assault response coordinators can be reached at 301-400-2411 or 301-400-3366, and the WRNMMC sexual assault response coordinator can be contacted at 301-400-2708. Information is also available at the website www.sapr.mil.

The senior enlisted leader's town hall is held quarterly.

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LODGE

Continued from 8

from Norfolk, North Island, Italy and Yokosuka,” said Herrera-Ruiz. “Some of these locations are great locations on the water, so for us to be able to win this award is a big accomplishment. This lodge has never won it in the past. The [staff] also completed their certifications through their educational institute. All of the [staff] were certified 100 percent. That’s the only way we can reach the highest levels of customer service through customer service and training.”

With many businesses suffering at the hands of their customer service, keeping that particular area in the front of the staff’s minds is obviously a key interest for the lodge.

“My staff works hard, but it’s more than that,” said Herrera-Ruiz. “They have to be able to connect with the guests, because some of them are going through very difficult times. In our line of work you have to be able to be a mother, father, friend and even a priest to listen to what they are going through in order to connect with the guests. I think this is one of the lodges that is the most challenging because of the location and what the guests are going through. We have a lot of guests who are terminally ill or their spouse is in the hospital because of their wounded warrior situation. In order for us to have that level of customer service is amazing. The guests take time to write us and to give us some positive feedback and that shows us that we are headed in the right direction of exceeding customer satisfaction.”

Nexcom also singled out one of the staff from the lodge with the Worldwide Associate of the 1st Quarter recognition. Maritza Madrid received the award upon recommendation from her manager.

“One thing that stands out about Maritza

is her compassion when she found out about a guest, Mrs. Collins, whose son was an Army wounded warrior, losing hope and not eating,” said Herrera-Ruiz. “Mrs. Collins was worried for her son and wanted to find authentic Mexican food, that same night Maritza returned to the lodge with an authentic home cooked meal for Mrs. Collin’s son. Three days later, she cooked another special meal for him. With Maritza’s help, Mrs. Collin’s son started eating more and regaining hope.”

Not only did the lodge receive the Hospitality Award, it also helped to celebrate National Hospitality Week.

Herrera-Ruiz pointed out that the staff makes it a point throughout the year to make sure their guests have a clean and comfortable stay at the lodge. This week allowed the staff to show off their housekeeping and guest service skills and have fun at the same time.

The Navy Lodge Bethesda and others worldwide hosted activities such as health and safety awareness, vacuum cleaner dash, bed making contests and a laundry bag relay. The lodge also hosted a selection of food from around the world and several musical guests. Among the musical guests were Staff Sgt. Randy White with ‘Musicians on Call’, Suzy Yazbeck, and the Mariachi band ‘Mariachi Los Mensajeros del Sur.’ The Culkin School of Traditional Irish Dance also did a brief performance for the celebration.

“This base is a support activity for not just the Navy but the other branches and the uniformed health services,” said Macaraeg. “It was thrilling for the lodge to lead one of the diversity events here on base. It was exciting for us to bring the diversity, not only from our armed forces, but more specifically Bethesda, the Navy Lodge and the diverse type of service members they see and their family members around the world. Tying it into culture, as well as being able to celebrate their award was awesome.”

PRESCRIPTIONS

Continued from 3

kills the weaker bacteria first and stronger ones take a bit longer to kill. If you stop taking the antibiotic before the full course prescribed by your doctor, the stronger bacteria will multiply and develop a resistance to the medication and that antibiotic won’t work anymore.

“You shouldn’t take antibiotics unless you actually have an infection that has been determined by the doctor,” she added. “When you get an antibiotic, take the full course and take it properly. A lot of people will not take the full quantity of the antibiotic, leave some at home and whenever they feel sick, they will take a few. It is not effective to cure an infection that way and you may be taking an antibiotic that is not correct for whatever infection you have and you may not have an infection to begin with. You want to make sure you are only getting and taking antibiotics that are prescribed by your doctor.”

Care should be taken when discarding expired or unused medication.

“The best way to dispose of medications is twice a year when the Drug Enforcement Agency sponsors drug take back days,” said Chen. “You can go on their website where they

list several locations that can be filtered by state where you can take back the medications and they will destroy it properly. If you have some at home and cannot make it to the drug take back day, you can actually dispose of medications in the garbage, first by mixing them with some undesirable substance such as coffee grounds or kitty litter.

“One of the reasons to dispose of medications in this manner is diversion, you could have people going through and stealing your medications especially controlled medications, ones that can be illegally abused,” she added. “You could have kids, pets or people inadvertently taking things that you don’t want them to take. Most of the time [medications] just expire and they are no good to use anymore, so you don’t want them lying around where somebody can take them by accident.”

For more information on the purchase, use and disposal of medications, visit the FDA website at www.fda.gov/drugs/resourcesforyou. Also, the WRNMMC pharmacies will be sponsoring a pharmacy services week from Oct. 21 to Oct. 25, with a tentative schedule from 10:00 a.m. to 2:00 p.m., where a pharmacist or technician will be on hand, in front of America’s Pharmacy and the Arrowhead Pharmacy, to answer any questions one may have about medications. Please see the upcoming ‘Bethesda Notebooks’ for a set schedule.

UNIFORM

Continued from 6

class’s postponement; however the newly appointed officers were still expected to report to work in their new capacity.

“Even though the class was put on hold, there was a need to ship the uniforms because the officers were called to duty,” said Tucker. “The commander in charge wanted the uniforms to get to the officers so they could begin to tailor and wear their uniforms at their current station.”

Therefore, the Bethesda uniform center staff took it upon themselves to contact each of the 48 officers, who had been scheduled to attend the class, to obtain their address and have all of their uniform items shipped to their door, said Tucker.

“We had uniforms sent as far as Mexico – all over the world actually– everywhere you can think of that we go – that’s where Public Health Services goes as well.”

Tucker said she was not surprised to see her team going the extra mile to meet the needs of their customers.

“This kind of behavior is the norm,” she said. “Day in and day out, we take care of our customers: from enlisted, all the way up to O-10. When a customer steps through our doors, they’re in our home and we try to make sure they’re taken care of just as if they are at home.”

Looking back on Lushniak’s visit, Tucker said it was enlightening to see the surgeon general take time to recognize a small group of dedicated individuals.

“It was a joyous occasion: to know that the commitment to serve is appreciated,” Tucker said, with tears in her eyes. “To see it take place, on my final farewell ... I’ll always hold Public Health Service very near and dear to my heart because of the commitment they make voluntarily to protect the nation (of our people) – it makes me speechless.”

BIRTHDAY

Continued from 1

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During the Battle of Lake Erie, “perhaps the most dramatic and important battle in the War of 1812, our Sailors really showed their mettle and tenacity, and in fact, were the asymmetrical advantage for our forces,” said Chief of Naval Operations, Adm. Jonathan Greenert. “Today, the all-volunteer force – you - are our asymmetrical advantage. Think about that as we celebrate our 238th birthday.”

“For 238 years, our Navy has overcome enormous challenges and faced adversity. We’ve risen with those challenges and built a reputation as the strongest naval force the world has ever seen,” added Master Chief Petty Officer of the Navy Mike Stevens. He also noted people, not resources or the environment, keeps the Navy moving forward. “This is our heritage,” he said.

Looking forward, Greenert said for today’s Navy, “War fighting is first; we [will] operate forward, and we will be ready. We will use the genius of our diverse all-volunteer force, and we will be where it matters, when it matters, because that’s what [we’re] about [in] our great Navy of today.”

The United States Navy traces its origins to the Continental Navy and recognizes Oct. 13, 1775 as the date of its official establishment – the date of the passage of the resolution of the Continental Congress at Philadelphia, Pa., that created the Continental Navy.



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